

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	12	(mov\$3 adj1 agent\$1) same task\$1	US-PGPUB; USPAT	OR	OFF	2006/08/14 19:13
L2	62	("5903641").URPN.	USPAT	OR	OFF	2006/08/14 19:18
L3	6	("6173052").URPN.	USPAT	OR	OFF	2006/08/14 19:22
S1	70	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:12
S2	0	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same ((accept or decline) adj task)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:07
S3	1158161	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same system adj over load\$3	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S4	3	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same (system adj over load\$3)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S5	14	("4737983"   "RE34529"   "5291550"   "5335268"   "5452350"   "5530744"   "5553133"   "5570419"   "5799077"   "5802161"   "5815566"   "5878130"   "5926528"   "6327364").PN.	USPAT	OR	OFF	2004/08/14 14:15
S6	1095	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:18
S7	6	S6 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:21
S8	9913	((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or allow\$3 or receiv\$3) near2 (task or job or assignment))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:01
S9	211	S8 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S10	0	S6 and S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S11	0	S6 same S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S12	0	S9 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:02
S13	1	S9 and ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:02

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S14	13	S8 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:05
S15	5	("4937784"   "5519696"   "5655120"   "5761507"   "5956714").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 11:04
S16	67	agent\$1 same ((workflow or task or job) adj assign\$4)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:10
S17	177	(agent\$1 same (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:11
S18	0	S17 same ((queue or buffer) adj (full or overload\$3))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:12
S19	4811	(queue or buffer) adj (full or overload\$3)	USPAT	OR	OFF	2005/03/31 11:23
S20	26	S19 same agent	USPAT	OR	OFF	2005/03/31 11:26
S21	94	agent\$1 same (status adj message\$1)	USPAT	OR	OFF	2005/03/31 11:33
S22	11	("4510351"   "5386464"   "5450480"   "5511116"   "5592542"   "5696811"   "5793861"   "5946386"   "6263066"   "6356633"   "6449356").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 11:31
S23	0	"available if needed"	USPAT	OR	OFF	2005/03/31 11:34
S24	15	agent\$3 near5 (available adj1 need\$2)	USPAT	OR	OFF	2005/03/31 15:26
S25	1	"6747970".pn.	USPAT	OR	OFF	2005/03/31 13:49
S26	502	(task adj (queu\$3 or dequeu\$3))	USPAT	OR	OFF	2005/03/31 13:50
S27	15	S26 same agent\$1	USPAT	OR	OFF	2005/03/31 13:50
S28	7	("5333266"   "5530740"   "5721770"   "5764898"   "5793861"   "5796791"   "5872841").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:34
S29	3	agent same (available) same ((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:37
S30	1533	(accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:38
S31	1391	((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:37
S32	0	S30 same S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:38
S33	1	S30 and S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:52

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S34	15	agent near2 (accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:39
S35	6210	agent\$1 adj availab\$6	USPAT	OR	OFF	2005/03/31 14:47
S36	8	S35 same status adj message\$1	USPAT	OR	OFF	2005/03/31 14:48
S37	126898	agent same (available or unavailable or (available adj if adj need\$2))	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:53
S38	838	agent same (available or unavailable or (available adj if adj need\$2)).ab.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S39	0	agent same (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S40	0	agent near3 (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S41	0	(available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S42	0	(available adj if adj needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S43	6704	(available near2 needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:55
S44	144	S43 same agent	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:09
S45	109	S43 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 15:09
S46	16557	agent\$3 near2 (availabl\$5)	USPAT	OR	OFF	2005/03/31 17:05
S47	45	"46" same workflow	USPAT	OR	OFF	2005/03/31 17:09
S48	276	task adj assignment\$1	USPAT	OR	OFF	2005/03/31 17:09
S49	4	S48 same agent\$1	USPAT	OR	OFF	2005/03/31 17:10
S50	242	agent adj status	USPAT	OR	OFF	2005/03/31 17:11
S51	2	S50 and (buffer or queue or system) adj1 overload\$3	USPAT	OR	OFF	2005/03/31 17:16
S52	38	volume adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:17
S53	83624	exceed\$3 near2 threshold	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:17
S54	0	S53 same task adj assignment\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18

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S55	0	(task adj assignment\$1) near5 (exceed\$3 adj1 threshold)	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
S56	0	((task adj assignment\$1) near10 (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
S57	8	((task adj assignment\$1) and (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:19
S58	6	blend\$3 adj database	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:20
S59	73	high near3 (call adj volume)	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:26
S60	16	re?assign\$3 adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S61	25495	S59 sam S60	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S62	0	S59 same S60	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S63	0	receiv\$3 near2 (agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S64	0	receiv\$3 same (agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S65	0	receiv\$3 near5(agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S66	4	(agent adj status adj message)	USPAT	OR	OFF	2005/03/31 18:03
S67	0	multi?task\$3 same (agent adj status)	USPAT	OR	OFF	2005/09/29 08:57
S68	29	multi?task\$3 same (agent)	USPAT	OR	OFF	2005/09/29 09:01
S69	0	(agent adj availabl\$4) same (multi?task\$3)	USPAT	OR	OFF	2005/09/29 09:02
S70	15	(agent adj availabl\$4) and (multi?task\$3)	USPAT	OR	OFF	2005/09/29 12:01
S71	18	(agent adj (status or availabl\$4)) and (multi?task\$3)	USPAT	OR	OFF	2005/09/29 10:06
S72	0	(agent adj (status or availabl\$4)) same (multi?task\$3)	USPAT	OR	OFF	2005/09/29 09:06
S73	1	"6336575".pn.	USPAT	OR	OFF	2005/09/29 10:06
S74	1	"6366575".pn.	USPAT	OR	OFF	2005/09/29 10:07
S75	0	"6366575".pn. and multi	USPAT	OR	OFF	2005/09/29 10:07
S76	0	"6366575".pn. and multi?task	USPAT	OR	OFF	2005/09/29 10:07
S77	10	709/203,206,217,223,224;379/265, 265.01,265.07,265.09,265.11,265.12,265.13.ccls. and(agent adj availabl\$4) and (multi?task\$3)	US-PGPUB; USPAT	OR	OFF	2005/09/29 12:02

## EAST Search History

S78	9817	(reassign\$3 or switch\$3 or chang\$3) near3 task\$1	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:01
S79	1213	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:07
S80	0	S78 same S79	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:02
S81	33	S78 and S79	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:02
S82	0	S79 same call adj system	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:07
S83	0	S79 same call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:08
S84	263	(queue adj overloaded) or (call near3 volume near3 high)	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:08
S85	0	S84 and web near call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:09
S86	41	web near call adj center	US-PGPUB; USPAT	OR	OFF	2006/03/03 12:09
S87	8	("6389132").URPN.	USPAT	OR	OFF	2006/03/03 12:11
S88	24	("4510351"   "5111391"   "5185780"   "5195172"   "5289368"   "5325292"   "5369570"   "5477447"   "5481667"   "5659768"   "5917485"   "6021403"   "6021428"   "6044355"   "6081592"   "6130942"   "6134530"   "6389132"   "6449646"   "6581105"   "6661889"   "6665395"   "6744877"   "6771764").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/03/03 12:19